

Narre Warren Clinic
103 Prospect Hill Road, Narre Warren 3805
Tel: 03 9705 4400 Fax: 03 9705 4499

Website: www.narrewarrenclinic.com.au
Email: reception@narrewarrenclinic.com.au

SURGERY HOURS Mon – Wed: 8.30am – 9pm, Thru & Fri 8.30am – 6pm
Sat 8.30am – 2pm
Sun & Public holidays: CLOSED

AFTERHOURS & EMERGENCY please call our Locum Service on 137425 or present to
Emergency Department at Casey or Dandenong Hospitals

GENERAL PRACTITIONERS

Dr David Blumberg (MBBCh, FRACGP, FRANZCGP)
Dr Thi Le (MBBS, FRACGP)
Dr Maged Abdelbaki (MBBS, FRACGP)
Dr Rudolf Boctor (MBCHB)
Dr Anthony Rixon (MBBS, DRCOG, FRACGP.B.Biomed SC)
(Skin Cancer Doctor)
Dr Charry Hemmings (MBBS, FRACGP, DRANZOG)

PRACTICE MANAGER Carlene
PRACTICE NURSE Sara & Kim

RECEPTION STAFF Nicole, Bec, Angela, Catherine, Sharelle, Hayley

APPOINTMENTS please ring 9705 4400 for an appointment. We also do online bookings.
Every effort will be made to accommodate your preferred time and GP. Emergencies will
always be given priority. Longer appointments are available on request. If you or your family
require an interpreter service, please let us know when you make an appointment.

WALK IN APPOINTMENTS patients without appointments (walk-ins) will be allocated the
first available consultation, which may require some waiting.

HOME VISITS home visits for regular patients whose condition prevents them from
attending the clinic are available. Call our Locum Home Doctor service on 137425

CONSULTATION FEE patients holding a current Pension card or Health care card will be
bulk billed under Medicare. Children to be immunised also bulk billed. Patients who don't
have a Medicare card will need to pay a consultation fee on the day, after being seen by the
doctor. Please refer to reception staff who can inform you of current fees or surgical fees.

PATIENTS REQUIRING COMMUNICATION SERVICES we ask patients who require
communication assistance to let reception staff know when making their appointment.

TEST RESULTS test results are checked by your doctor. Patients are asked to make an appointment to discuss the results with their doctor. We do not give results over the phone.
REPEAT PRESCRIPTIONS the doctors feel it is important for your condition to be reviewed regularly. If you are prescribed medication on an ongoing basis. We have therefore implemented a policy that a consultation is required for repeat prescriptions.

MEDICAL CERTIFICATES it is illegal for our doctors to forward on a medical certificate without providing a medical consultation first. Please make an appointment with our doctor if you require a medical certificate.

TELEPHONE CALLS we try to keep interruptions to your consultation to a minimum. Telephone calls will be answered by our receptionists and they will be forwarded to the doctor if urgent, or a message will be given to the doctor who will return calls at a later time.

SERVICES check-ups, pap smears, pathology service, skin cancer clinic, minor surgery. Pregnancy tests. Travel and childhood immunisations. Pre-employment medicals, minor surgery, WorkCover and TAC, Chronic disease management, asthma/Diabetes register. Recall reminder system, online appointments. Other services include dental, physiotherapy, podiatry, X-Ray, Ultrasound, diabetes educator, GP Obstetrician and Vein Solutions.

REMINDER/RECALLS we have a system in place for Recall of patients with clinically significant tests and results. Our practice may issue you with a reminder notice offering your preventative health service appropriate to your care.

REFERRALS doctors in this practice are competent at handling all the common health problems. When necessary they are able to draw opinion from specialist, and if need be, refer you for further investigation. You can discuss this openly with your doctor. Please note services referred to outside this practice may incur out of pocket expense. Please inquire about costs when making appointment.

MANAGEMENT OF YOUR PERSONAL HEALTH your medical record is a confidential documents. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorized member of staff. We abide by the ten National Privacy Principles available at <http://www.privacy.gov.au/health/index.html>

YOUR RIGHTS if you have a problem we would like to hear about it. Please feel free to talk to your doctor or receptionist. You may prefer to write to us or use our suggestion box. We take your concerns, suggestions and complaints seriously. However, if you wish to take the matter further and feel that you need to discuss the matter outside of the surgery, you may wish to call the Health Services Commission on 1300 582 113 or write them at – Level 26, 570 Bourke Street, Melbourne 3000. Email hsc@dhhs.vic.gov.au

SAFETY AND QUALITY – for further information visit www.safetyandquality.org/index.cfm

THIS PRACTICE HAS A NO SMOKING POLICY